

## **BELLE PROPERTY INNER NORTH EMERGENCY REPAIRS TROUBLE SHOOTING GUIDE & HELPFUL HINTS**

This document is intended to provide helpful tips in the event you may require maintenance assistance. Following the guide below may assist in resolving the potential issue in a timely and cost-effective manner prior to engaging trades.

### **UTILITY ISSUES**

#### **1. No Power**

- Check with your energy provider to ensure there are no outages in your area and ensure that there are no issues with your bill payments.
- Check the switchboard to see if any of the switches/safety switch has tripped – one of your appliances may be causing the safety switch to trip, test by unplugging all appliances and plug in one by one until you find the faulty one. Overloading power boards or power points can also cause the safety switch to trip.
- Specific light not working – have you replaced the globes or tested with another globe from the property?
- Power point/s not working – again, check to see that the outlet in question isn't overloaded and also check the switchboard to see if the fuse has tripped.

#### **2. No Gas**

- Immediately contact your gas supplier to see that there are no disruptions to supply in the area
- Check with your gas supplier to ensure that there are no issues with your bill – non-payment of gas charges can result in the gas being suspended to your property
- Check the gas meter to ensure this has not been turned off

#### **3. Water Supply Issues**

- If no water to the property, check in with the water provider to ensure there are no disruptions to supply in the area
- Check that the water meter has not been turned off
- No hot water – has the pilot light gone out on your hot water unit? If electric Hot Water System, please check the fuse.

### **APPLIANCES**

#### **1. Oven not working:**

- Has there been a power outage in the area recently? Often times ovens won't operate unless the clock is set or the timer is engaged (most user manual for specific ovens can found online).
- Check the switchboard to ensure the fuse hasn't tripped and check that the electric oven is connected to a power point.

#### **2. Rangehood not working:**

- Slide-out style rangehoods need to be fully extended in order to operate.
- Check that the unit is plugged into a power point and is turned on.
- Are the filters clean? Dirty, clogged filters can prevent a unit from working as it should, please ensure you clean the filters regularly to avoid this.
- Some rangehoods have an overheating prevention function, whereby they turn off when in use if the temperature is too high to prevent damaging the electrics. Turn the fan off, leave for a few hours, and then try turning back on to see if the unit has cooled down and can now be operated.

### 3. No heating

- Ducted heating – has the pilot light simply gone out, if there is cold air coming through the vents, this is a common sign that the pilot light has most likely gone out.
- Is there power to your heater? Check the switchboard to make sure all fuses are engaged.

### 4. Air conditioning not working

- Is the unit flashing any error codes? If so, refer to the user manual (easily found online) to troubleshoot further.
- Is there power to the unit? Ensure plugs are plugged in properly, check the switchboard to see that the fuses are all as they should be.
- Is the unit remote controlled? Do the remote control batteries need replacing?

### 5. Exhaust fans

- Is the cover clean? Failing to keep an exhaust cover clean may clog the fan stopping it from working as it should.

## **HELPFUL HINTS**

### **1. Remote Garage Doors**

If your garage door isn't opening with the remote, please ensure that those batteries don't need replacing. If still an issue, you can switch the door to manual lift mode by gently pulling a (usually) red chord that should be found hanging from the motor. This will allow you to manually lift the door open and closed. Pulling the chord again will set it back to remote mode, locking the door securely. A technician can then be arranged through your property manager to attend.

**\*\*\*IF A TECHNICIAN IS ARRANGED AND FINDS THE PROBLEM TO BE DUE TO REMOTE BATTERIES NEEDING REPLACING, YOU COULD BE LIABLE FOR ANY ASSOCIATED COSTS\*\*\***

### **2. Toilet Not Flushing**

Toilets can be flushed using a bucket of water until a plumber arrives.

**\*\*\*IT IS VERY IMPORTANT THAT NOTHING ASIDE FROM BODILY WASTE AND TOILET PAPER IS FLUSHED. FLUSHING NAPPIES, SANITARY ITEMS AND WIPES CAN CAUSE BLOCKAGES AND IF THIS IS THE CASE, YOU WILL BE LIABLE FOR ANY ASSOCIATED COSTS TO UNBLOCK\*\*\***

### **3. Cooktop Ignitor Not Working**

A manual igniter can be used to light gas cooktop burners if the ignition system has stopped working whilst you await for trades to attend to the cause.

### **4. Dishwasher Issues**

Are there any error codes flashing on the unit? Anything that refers to a potential blockage in the hoses may be your responsibility to rectify. Ensure that dishes are rinsed off prior to being put in the unit to minimise the amount of food/waste that can cause a potential blockage. Regular cleaning of the filters is required by the user to ensure optimal performance.

**\*\*\*DO NOT PUT ANYTHING IN A DISHWASHER ASIDE FROM DISHWASHER SAFE ITEMS\*\*\***

### **5. Carpet**

Carpet bugs are a common issue in Melbourne and by not vacuuming your carpets all the way to the edges, this can allow carpet bugs/moths to damage the carpet beyond repair. If adequate and regular vacuuming is not carried out, you could be held responsible for such damage.

### **6. Grout**

Failing to regularly clean kitchen and bathroom grout can result in the grout discolouring and eroding which can lead to bigger issues with water damage. Grout, particularly in shower areas, should be cleaned at least fortnightly. We recommend using dish washing liquid as this is non-acidic/abrasive and will prevent eroding the grout like harsher chemicals such as bleach may. If you fail to regularly clean grout, you may be held responsible for any repairs that may arise as a result.

### **7. Storms/Strong Winds**

Do not have doors or windows open during strong winds or storms. If a window or door slams shut and breaks glass, you will be liable for the replacement costs. This can be easily avoided by simply ensuring all the doors and windows are closed securely during such weather. Stained, frosted or ornamental glass can be expensive to replace so keep this in mind!